

Ray's Splash Planet Party Agreement

Reservations and Cancellations

1. Party date and time are confirmed only after a \$100 nonrefundable deposit is received.
2. Ray's Splash Planet does not issue refunds. If a cancellation is made with a two weeks notice a 12 month credit may be offered to reschedule based on water park availability.
*Parties booked within 30 days of the party date are not eligible for rescheduling the party due to any circumstances.
3. Final attendee count for Deluxe and Theme Parties are due 10 business days prior to date of event.
4. All party balances are due 10 business days prior to date of event, or party will be cancelled.
5. All parties include one hour in the party room and two hours in the waterpark. Staff will communicate what order your event will be (party room first OR swim first). You will only have access to the room for one hour.

Pool Policies and Procedures

1. For children age five and under, the adult-to-child ratio in the water must be 1:3 (Ex: 4 children= 2 adults).
2. For children age six and older, the adult-to-child ratio in the water must be 1:10 (Ex: 12 children = 2 adults).
3. Proper swimming attire is required and subject to management approval.
4. Swim diapers are required for children three and under and may be purchased at Ray's Front Desk.
5. Personal inflatable devices or toys (rafts, water wings, water guns, etc.) are NOT allowed in Mecklenburg County Pools.
6. No coolers, food or beverages, other than water, are allowed in the splash park.
7. Children six or older must use the same gender locker rooms or the family locker room.
8. Certified lifeguards are on duty at all times.
9. In the event of lightening or thunder, the pool will close for 30 minutes from the last strike.
10. The pool must close at least 30 minutes after clean up in the event of vomit or defecation.
11. You will not be entitled to additional swim time unless the Splash Park is closed >1 hour, based on availability.

On Your Day

1. Parties do not include a party host.
2. On arrival, our Staff will either lead you to the Party Room or admit you to the waterpark (based on the party time).
3. We can store coolers, food, decorations and gifts prior to your party room time. (Please keep all valuables, birthday cards, and personal items with you at all times and not in locker rooms.)
4. The host family is responsible for general clean-up after their party (throwing away party related paper products like wrapping paper, plates, napkins, cups, etc.) If you choose not to clean up after the party, a \$50 clean up fee will be added to your balance.
5. Due to high party reservation volume, the party room is available 10 minutes prior to scheduled time for set-up. Party room is reserved only for specific time scheduled.
6. Open flames are not allowed at Ray's Splash Planet grounds, including sterno burners. We do allow food warming appliances, such as a crock pot or heat wave bag.
7. Ray's Splash Planet does not permit parties or outside food to be served in the lobby area.
8. Refrigeration and freezer are available for your use upon request.
9. Piñatas, silly string, glitter or confetti are not allowed.
10. No alcoholic beverages
11. Classroom #1 (Big Dipper) has an absolute maximum of 20 children (Party includes 12 children, additional fees apply to any children more than 12)
12. Classroom #2 (Little Dipper) has an absolute maximum of 12 children (Party includes 12 children, additional fees apply to any children more than 12)

☐ I have read and understand the above Party Agreement and agree to follow all listed policies and rules.

Customer Name (Printed): _____

Birthday Child's Name: _____

Customer Signature: _____

Date: _____

Phone (Daytime): _____

Phone (Evening): _____

Date Requested: _____

Please note, your party time is not reserved until this agreement is signed, turned in and a \$100 deposit is paid.